



Arawak Walton NEWS

Housing Association



Winter 2022

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Spot the difference, Wordsearch and Puzzler question

WOW, WE GOT
83.4%
OVERALL TENANT
SATISFACTION
IN THIS YEARS
STAR SURVEY!

SEE PAGE 3 FOR FURTHER DETAILS

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CORPORATE NEWS

ANNUAL GENERAL MEETING



We say goodbye to Evelyn and welcome new Chair Adrian

We held our Annual General Meeting in September and used it as an opportunity to celebrate the success achieved under Evelyn Asante Mensah who has been the Chair of the Board at Arawak Walton for nine years and to thank her for her dedication and commitment.

To celebrate Evelyn's time as Chair we created a timeline of some of the achievements and accomplishments that Arawak Walton have achieved during her tenure. This included purchasing Sycamore Court from Anchor homes, surpassing the 1000 homes mark and moving into new areas in Manchester. We also became part of the Housing First Homelessness Project with our purchase of a property in Whalley Range, created new partnerships with organisations like the Boaz Trust and achieving our first G1/V1 accreditation.

This celebration also allowed us to welcome Adrian Carridice-Davids as our new Chair of the Board.

We also surprised our Chief Executive Cym D'Souza with a cake and balloons to celebrate her 25 years as Chief Executive at Arawak Walton Housing Association.

This was a fantastic day enjoyed by everyone who attended. Arawak Walton would like to give special thanks to the Lord Mayor Councillor Donna Ludford who came and gave a talk, the African Caribbean Care Group who had a stall at the event, Valrie from the Louise DaCocodia Trust who dedicated a poem to Lousie Dacocodia and Honey Pot caterers for providing an amazing hot buffet.



OUTCOME OF OUR TRIENNIAL TENANT SATISFACTION SURVEY



Every 3 years we carry out an independent survey of tenant satisfaction, so that we can gauge our tenant's views on a range of areas related to the services we deliver, with a view to learning from the feedback and making any improvements that we need to. This is to ensure that our tenants are fully satisfied with the services that they receive from us.

This year, the survey took place again, carried out on our behalf by TLF Research who are an independent third-party research company.

We are delighted to tell you that we received excellent results.



Some key findings...

- Satisfaction levels were particularly high for our housing for older people (86.2%)
- The survey results showed that what matters most to our tenants is that we treat them with fairness and respect, closely followed by the 'quality' of their home.
- They also want us to be easy to contact.
- The highest average satisfaction score (9.1/10) was for Arawak Walton 'being easy to contact', followed by being treated with 'fairness and respect' (8.8/10).
- Just under 25% of customers say they don't go online/have online access. For those who do, smartphone is the most often used device for going online and a high proportion of customers who go online also use apps. That said, when asked the preferred way of communicating with us, 'phone' was a clear front runner and top choice.
- 82% of customers agreed we have a good understanding of cultural issues.
- 70% agreed It is important that we are a black and minority ethnic organisation.

The following areas were highlighted as areas where we can make some improvements, and we have built these into an action plan to focus on areas where we can improve the tenant's experience.

- Complaints handling
- Demonstrating that Arawak Walton is listening to views and acting
- The way ASB is handled
- The neighbourhood as a place to live

We will include more details about the report, and some more specific comments on our website.

OFFICE OPENING AND CLOSING ARRANGEMENTS



Our office will close on Friday 23rd December and will reopen on Tuesday 3rd January 2023 at 9am.

Our emergency repairs service will operate throughout the holiday period.

THE EMERGENCY REPAIR TELEPHONE NUMBER: 0800 389 4616.

Non-emergencies/non-urgent repairs should be reported to our office (0161 272 6094) on Tuesday 3rd January 2023.

Arawak Walton would like to wish you all health and happiness over the festive season and a Happy New Year!



MAINTENANCE UPDATES

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As part of our component replacement programmes our contractors have been replacing bathrooms and boilers at selected properties. The boiler replacements are now complete and were replaced by AT Nolan. The bathrooms will be replaced by Hadfield & Britain, with works starting in January 2023.

AT Nolan are starting to replace front doors at a number of our properties. This work is to start in November 2022 and last until February 2023.

KLM are well under way to install 25 new kitchens at some of our properties. We expect works to be complete by February 2023.

We are installing new windows and doors across 49 properties on the St Gregory's Estate. The feedback from tenants in some of these properties so far has been fantastic. Delph Developments are the contractor leading this programme which is due for complete by December 2022.



Before Kitchen



After Kitchen



Boiler Replacement



New Windows on St Gregory's Close

ARAWAK WALTON EVENTS

BLACKPOOL & LLANDUDNO



Our sheltered schemes have been busy going out on day trips. Tenants went by coach to Llandudno in September and to Blackpool in October to enjoy fish and chips by the seaside and to see the Illuminations.



CAHN GALA



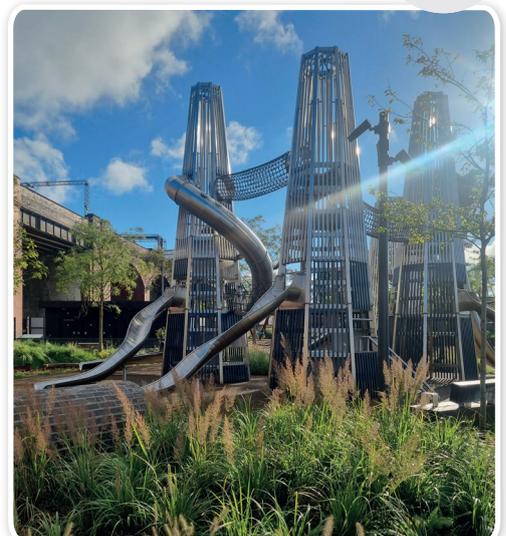
Two members of staff and one Board Member attended the 5th anniversary, annual awards and Black History Month fundraising gala held at the Hilton Hotel in Manchester City Centre. Gillian Joseph, a presenter from Sky News hosted the evening which was well attended and a successful evening overall.



MAYFIELD PARK



Our Customer Services Manager and Senior Customer Service Advisor Ashley checked out the new Mayfield Park earlier and were not disappointed with them saying the park is "Amazing". The park is less than 5 minutes' walk from our office and is a truly wonderful green space within the heart of the city.



SUMMER BBQ BACK IN JULY



Our Scheme Managers held a BBQ at Sycamore Court. There was plenty of food to go around and we had a brilliant turnout from staff and tenants.



EID CELEBRATIONS



Staff and tenants celebrated EID at Birch Court with a fantastic event. We had a remarkable turnout. The event had a Bollywood inspired dance workshop hosted by the Afrocats and also a henna artist providing free henna art to all our guests. There was also a large selection of authentic hot food which is typically eaten during the celebration.



BHM CELEBRATION



We held a celebration event at Bougainvillea Gardens to celebrate Black History Month in October. The event was really successful and we had a great turnout of people, including tenants, staff and community residents and organisations. We had a performance from a world renowned Storyteller Jan Blake which was thoroughly enjoyed by all, and a music/dance workshop by a community-based organisation called Afrocats. We also had variety of African Caribbean food provided by local caterers Honeypot and also stalls with memorable keepsakes and other items.



INTERNATIONAL DAY EVENT



Another amazing event at one of our schemes celebrating people and cultures from around the world. The event was well attended by tenants and local community members and organisations. We had another great Music and Dance workshop facilitated by Afrocats which really got people going. There was great participation and fun by all. Music and Trivia Quiz by DJ Ged, with special prizes and a huge variety of food, from 14 different countries around the world!

MOSS SIDE CARNIVAL



Staff and tenants attended the Moss Side Carnival which was celebrating unity – 50 years of Manchester Carnival. The carnival gave an opportunity to experience the best of Caribbean culture and heritage with a packed programme for all ages. Arawak Walton hosted a stand amongst other Greater Manchester Housing Associations such as MSV, Jigsaw Homes, Great Places and One Manchester where we handed out free Arawak Walton merchandise, literature, promoted our over 55's scheme and promoted the work that Arawak Walton do.



MEET THE BUYER EVENT



Lisa Jowrey, Communal Services Manager and Jo Moon, Customer Services Managers attended and presented at the "Meet the buyer" event organised by Richard Davis, Ex Arawak Walton Board Member. Our Chair, Adrian also spoke at the event.

The idea of the event was to provide guidance and support to new businesses in the community. There were talks on apprenticeship schemes, business development and securing contracts in the housing sector.



GOOD NEWS STORIES

GOOD NEWS STORIES



Mr Ngala graduated after completing the Level 4 Certificate in Education and Training. As Mr Ngala has no family in the UK he said he would be honoured if Jackie attended to celebrate this special event with him.

Arawak Walton were recently tagged in a positive tweet from the from the Moss Side Tenants Union. On a day when they had been hearing about issues from tenants, our tenant only had positive things to say about us and the service we provide!



Moss Side Tenants Union
@MossSideTenants

Fantastic morning door knocking on the Alex Park estate. Lots of tenants with issues, which we'll be picking up, but also we were very impressed speaking to Arawak tenants who only had positive things to say about their housing provider! Refreshing!

4:17 pm · 26 Aug 2022 · Twitter Web App

We are pleased to announce that we have been successful in our bid to Manchester City Council for funding for our sheltered schemes.

We received a letter of thank you from CAN SURVIVE, a charity providing support and information for people with cancer, their families and carers for our £200 donations. The donation will contribute to the running of their cancer support group at Kath Locke Centre in terms of refreshments, service user travel and other delivery costs.

We recently made a donation to "Upping It!" to allow them to work with neighbours on Rawcliffe and Seedley street to green their alley. They put lots of hard work into tidying the alley and planting it up but they were struggling to keep it watered with no outdoor water supply. One of our tenants on the street was very involved so Jo Moon our Customer Service Managers agreed to install an outdoor tap from the budget to allow them to have access to water. The results are amazing!



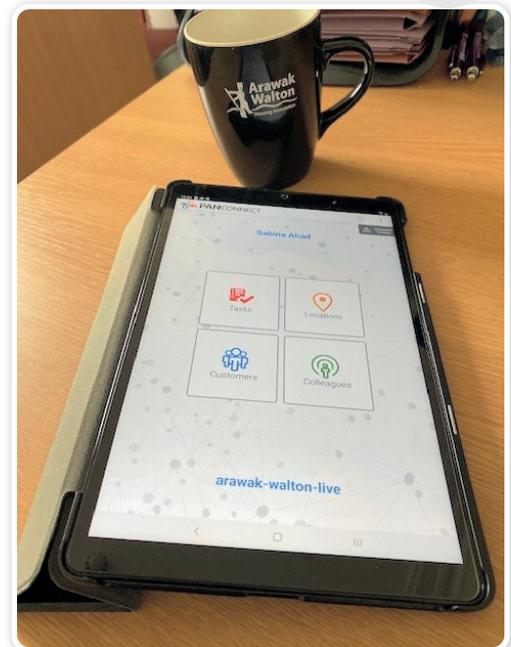
GREATER USE OF TECHNOLOGY TO STREAMLINE OUR WORK WITH TENANTS



We have launched the tenancy sign up via Panconnect. Housing Officers will now complete a tenancy sign up using Panconnect. There will be less paperwork to be filled out as the tenancy contract, EPC, gas safety and electrical certificates will be readily available to be emailed to the tenant. Panconnect has enabled our manual processes to be digitised in line with many other Housing Organisations.

All of our Housing Officers now have access to a handheld device to monitor tenant information. The data on these devices are encrypted and secure and allows the Housing officers to operate mobile working more seamlessly. The Panconnect system enables Housing Officers the back-office system on the go. They have full access to tenant information, rent accounts, property details, repairs and when cyclical works are due. The Housing Officer can use Panconnect to complete six-week, six month and nine-month checks.

Our tenants will be provided with current information as they need it as our Housing Officers will have information readily available. We value our tenants experience and invest in new systems.



PUZZLER COMPETITION WINNERS



Congratulations to our Spring Newsletter Winners who have all won a £10 Gift voucher!

MISS IDA BATETILA

MR WINSTON LEWIS

MS SAIRA AHMAD

STAFF NEWS

LEAVERS



HOWARD BURGESS

Howard Burgess left the association back in July 2022 after deciding he wanted to retire and spend more time with his family after recently becoming a grandad for the first time!

STEPHEN BIRSS

Stephen Birss left Arawak Walton in August after 8 years as a Housing Officer after an opportunity arose at Wythenshawe Community Housing Group.

NATASHA DALEY

Natasha Daley, Senior Customer Service Advisor left the association in July after securing a new job with Golden Lane Housing. Natasha started with Arawak Walton as our Trainee Customer Service Advisor and worked her way up to Senior Customer Advisor, so we are delighted with her recent successful appointment.

We wish them all the best in their new ventures.

STARTERS



DAVID BICKERDIKEY

David is our newly appointed Maintenance Inspector, having joined the association in August. David joins us from Homes of Hope where he worked with individual who were homeless or at risk of becoming homeless. His commitment

to helping people leaves no doubt that he will build a great rapport with our tenants and makes him a great addition to our maintenance team.



TROY BROWNE

Troy Browne is the newest Housing Officer to join Arawak Walton, completing our Housing Team. Troy joins us from Jigsaw Homes where he was a Housing Management Advisor for 5 years. His experience with tenants and

working in the community makes him an excellent addition to Arawak Walton.



BEV MCPHERSON

Bev is our new PA to the Chief Executive and recently joined the association in October. Bev is an experienced PA and has held numerous jobs as a PA & Administrator. Bev will be working closely with our Senior Management Team and Board members.



GEMMA SMITH

Gemma Smith is our new Operations Director who joined us in September. Gemma has joined us from The Guinness Partnership Group where she was Head of Independent Living. She has over 19 years' experience in the public and

profit for purpose sector, both in Housing and within the NHS.

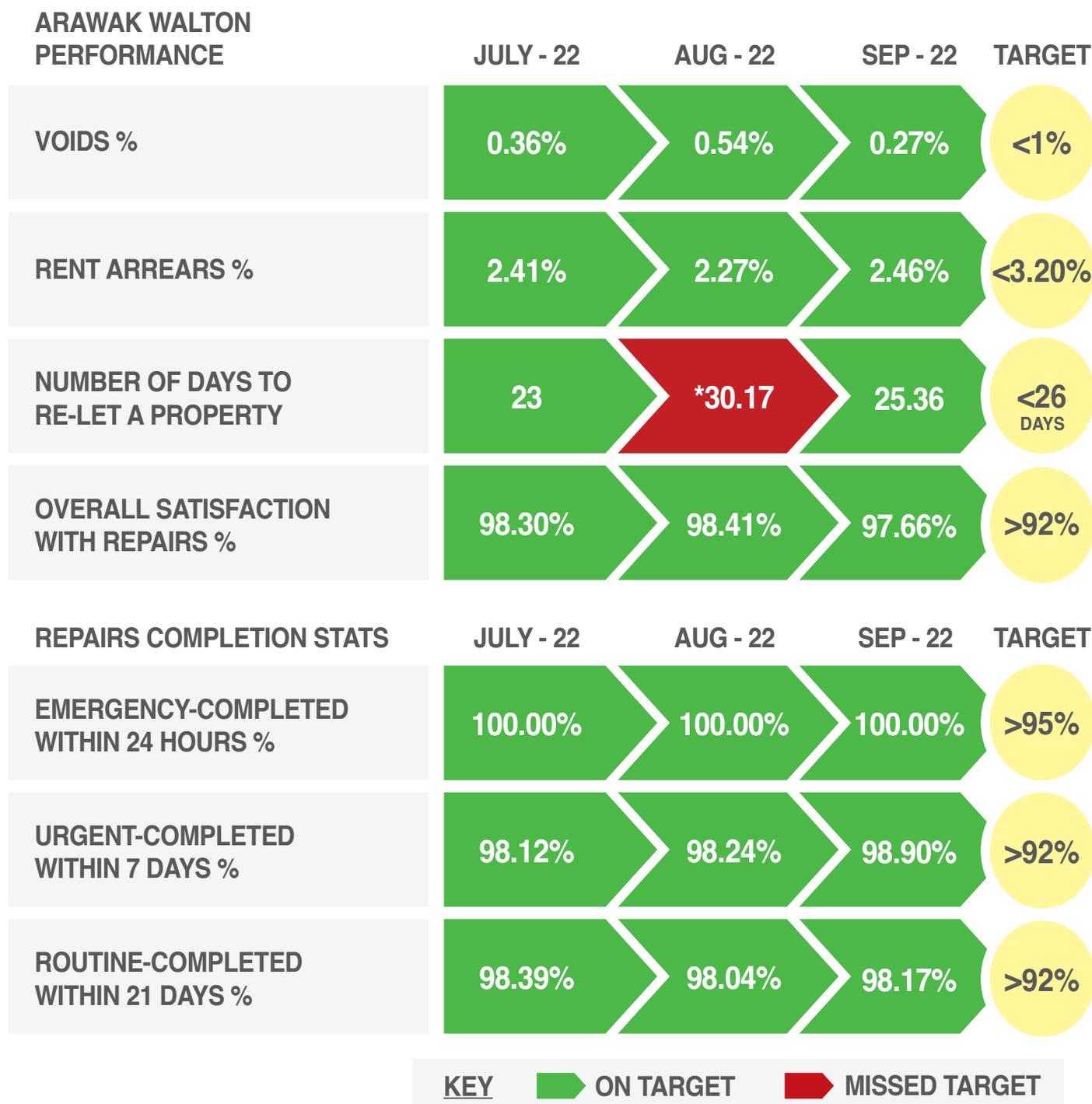


LAURA JONES

Laura Jones joins Arawak Walton as our Housing Assistant, a new role we have introduced to support our Housing Officers. Laura is new to working in Housing Associations but she has adapted well to her role and is a welcome addition to the team.

CUSTOMER SERVICES TEAM CHANGES
Ashley Coleman has been appointed to our vacant Senior Customer Advisor position and Will Lewis will stay with us permanently as a Customer Advisor. Both joined us as trainees – what success stories!

HOW WE ARE PERFORMING (KPI'S)



*Both general needs and over 55 properties contributed to the missed target in August. Voids in our general needs properties was due to a combination of staff shortages and annual leave and voids in our older people's properties can sometimes take longer to let as applicants tend to need more time to go through the moving process as they often have to downsize.

PUZZLER



Complete the word search and spot the difference along with the survey question and send them back to us along with your name and address to Arawak Walton Housing Association, FREEPOST, NWW 7441A, Manchester, M12 9AQ

You will be entered into a prize draw to win a £10 gift voucher. Three winners will be selected. We will reveal the winners in the next Newsletter! Good luck!

Good luck!

Must be submitted by 18th January 2023



SPOT THE DIFFERENCE There are 5 differences - circle the differences on image 2.



CHRISTMAS WORDSEARCH



S	W	E	A	T	E	R	O	Q	T	D	X	X	F	Z
L	S	X	H	X	G	E	K	I	D	M	F	U	F	T
E	V	F	C	M	V	C	E	C	I	B	R	W	V	O
D	J	D	R	A	Z	Z	I	L	B	P	J	I	K	B
D	G	E	K	A	L	F	W	O	N	S	J	N	B	O
I	K	L	E	R	C	K	M	O	O	H	A	T	S	G
N	C	O	A	T	V	S	G	T	L	B	C	E	K	G
G	H	X	J	P	V	T	U	N	P	Q	K	R	I	A
S	U	X	S	G	M	E	F	Z	I	W	E	W	I	N
A	E	D	J	N	K	A	R	M	I	T	T	E	N	S
D	Y	V	L	E	O	J	D	P	L	Y	A	R	G	W
A	S	T	O	O	B	W	O	L	P	J	M	K	L	Q
J	I	W	B	L	C	W	M	G	Z	Q	O	H	S	I
G	J	L	Q	O	G	C	S	A	N	J	I	K	H	Y
U	D	Y	R	R	U	L	F	M	N	G	C	Q	P	Y

BLIZZARD
BOOTS
COAT
COLD
FLURRY
GLOVES
HAT



ICE
JACKET
MITTENS
PLOW
SCARF
SKATING
SKIING



SLEDDING
SNOWFLAKE
SNOWMAN
SWEATER
TOBOGGAN
WINTER

Please answer the following questions and send them along with your competition entry in order to be entered into the prize draw.

Q: What is our new Chair of the Board called?

A.

Name:

.....

.....

Address:

.....

.....

.....

Telephone:

Email: